

USPS Report on PRC Rate and Service Inquiries for April 2016

The Postal Regulatory Commission referred 30 inquiries to the Postal Service in April, 2016. Customers received responses on average within 6 days.

Inquiries covered various topics that fell into three main categories:

- Delivery services (25) – i.e., the time of delivery, forwarding, and method of delivery.
- Customer services (2) – i.e., hours of service, availability of retail products, and product tracking.
- Policies/procedures (3) – i.e., general information, obtaining refunds or exchanging postage, suggestions, and international inquiries.

While many of the inquiries were customer specific, the following topic is highlighted for possible interest to a larger audience.

National Dog Bite Prevention Week, May 15-21, 2016



For decades, the U.S. Postal Service® has taken a leadership role in preventing animal attacks because letter carriers are the third most likely group to be bitten or attacked by a dog. Children and the elderly rank number one and two, respectively. More information is found on the Dog Bite Prevention Background and Tips below.

Please join the Postal Service™ in this important public education campaign by using these public service announcements and by interviewing Postal Service, animal protection and public health officials during National Dog Bite Prevention Week. Dog Bite Prevention Background and Tips

The Victims

- More than 4.5 million people are bitten annually.
- Children are the majority of victims and are 900 times more likely to be bitten than letter carriers.
- The American Veterinary Medical Association (AVMA) and the American Academy of Pediatrics (AAP) report that small children, the elderly, and letter carriers, in that order, are the most frequent victims. Dog attacks are the most commonly reported childhood public health problem in the United States.
- The AVMA also reports that the number of dog attacks exceeds the reported instances of measles, whooping cough, and mumps, combined. Dog bite victims account for up to 5 percent of emergency room visits.
- Many attacks reported by letter carriers in 2015 came from dogs whose owners used those famous last words, “my dog won’t bite.”
- According to the AVMA, as many as 800,000 people annually are admitted to U.S. emergency departments with dog bite–associated injuries, and countless more bites go unreported and untreated.

How to Avoid Being Bitten

- Don’t run past a dog. The dog’s natural instinct is to chase and catch you.
- If a dog threatens you, don’t scream. Avoid eye contact. Try to remain motionless until the dog leaves, and then back away slowly until the dog is out of sight.
- Don’t approach a strange dog, especially one that’s tethered or confined.
- While letter carriers are discouraged from petting animals, people who choose to pet dogs should always let a dog see and sniff them before petting the animal.
- If you believe a dog is about to attack you, try to place something between yourself and the dog, such as a backpack or a bicycle.

How to Be a Responsible Dog Owner

- Obedience training can teach dogs proper behavior and help owners control their dog in any situation.
- When the letter carrier comes to your home, keep your dog inside, away from the door, in another room, or on a leash.
- Dogs can be protective of their territory and may interpret the actions of letter carriers as a threat. Please take precautions when accepting mail in the presence of your pet. Dogs that haven’t been properly socialized, receive little attention or handling, or are left tied-up for long periods of time frequently turn into biters.